

Patricia A. Peshka  
Purchasing Agent



Joseph J. Solomon  
Mayor

**City of Warwick**  
Purchasing Division  
3275 Post Road  
Warwick, Rhode Island 02886  
Tel (401) 738-2013  
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The following notice is to appear on the City of Warwick's website Monday, February 11, 2019. The website address is <http://www.warwickri.gov/bids>.

**CITY OF WARWICK  
PROPOSALS REQUESTED FOR**

**RFP2019-252 Rescue Service Billing Administrator**

Specifications are available in the Purchasing Division, Warwick City Hall, Monday through Friday, 8:30 AM until 4:30 PM on or after Monday, February 11, 2019.

Sealed proposals will be received by the Purchasing Division, Warwick City Hall, 3275 Post Road, Warwick, Rhode Island 02886 up until 11:00 AM, Friday, March 1, 2019. The proposals will be opened publicly commencing at 11:00 AM on the same day in the Lower Level Conference Room, Warwick City Hall.

Awards will be made on the basis of the lowest evaluated or responsive proposal price. Please note that no proposals can be accepted via email or fax.

The City of Warwick, in addition to soliciting bids in response to this RFP, may consult, consider, and make an award for any and all open bid offers for a comparable unit as sought herein at the following websites:

RI State MPA: <http://www.purchasing.ri.gov/MPA/MPASearch.aspx>

NASPO: <https://www.naspo.org/>

NJPA (National Joint Powers Alliance): <https://www.njpacoop.org/cooperative-purchasing>

MHEC (Massachusetts Higher Education Consortium): <https://www.mhec.net/>

Individuals requesting interpreter services for the hearing impaired must notify the Purchasing Division at 401-738-2013 at least 48 hours in advance of the proposal opening date.

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**PLEASE COMPLETE THIS PAGE & SUBMIT WITH YOUR PROPOSAL**

**Acknowledgement of Addendum (if applicable)**

<b>Addendum Number</b>	<b>Signature of Bidder</b>
_____	_____
_____	_____

COMPANY NAME: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

BIDDER'S SIGNATURE: \_\_\_\_\_

BIDDER'S NAME (PRINT): \_\_\_\_\_

TITLE: \_\_\_\_\_ TEL. NO.: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_ \*

\*Please include your email address. Future proposals will be emailed, unless otherwise noted.

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**II. AWARD AND CONTRACT:**

The CITY OF WARWICK, acting as duly authorized through its Purchasing Agent/Finance Director/Mayor, accepts the above proposal and hereby enters into a contract with the above party to pay the proposal price upon completion of the project or receipt of the goods unless another payment schedule is contained in the specifications. All terms of the specifications, both substantive and procedural, are made terms of this contract.

DATE: \_\_\_\_\_  
RFP2019-252

\_\_\_\_\_  
Purchasing Agent

**PLEASE COMPLETE THIS PAGE & SUBMIT WITH YOUR PROPOSAL**

**CERTIFICATION & WARRANT FORM\***

**This form must be completed and submitted with sealed bid.  
Failure to do so will result in automatic rejection.**

Any and all bids shall contain a certification and warrant that they comply with all relevant and pertinent statutes, laws, ordinances and regulations, in particular, but not limited to Chapter 16- Conflicts of Interest, of the Code of Ordinances of the City of Warwick. Any proven violation of this warranty and representation by a bidder at the time of the bid or during the course of the contract, included, but not limited to negligent acts, either directly or indirectly through agents and/or sub-contractors, shall render the bidder's contract terminated and the bidder shall be required to reimburse the City for any and all costs incurred by the City, including reasonable attorney fees, to prosecute and/or enforce this provision.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

**\*This form cannot be altered in any way**

**CITY OF WARWICK  
NOTICE TO BIDDERS**

**RFP2019-252 Rescue Service Billing Administrator**

If you received this document from our homepage or from a source other than the City of Warwick Purchasing Division, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Division cannot be responsible to provide addenda if we do not have you on record as a plan holder.

Proposals received prior to the time of the opening will be securely kept, unopened. No responsibility will be attached to an officer or person for the premature opening of a proposal not properly addressed and identified. No proposals will be accepted via facsimile or email.

The opening of proposals will be in the order established by the posted agenda and the agenda will continue uninterrupted until completion.

Once an item has been reached and any proposals on that item have been opened, no other proposals on that item will be accepted and any such proposal will be deemed late.

The contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap for any position for which the employee or applicant is qualified and that in the event of non-compliance the City may declare the contractor in breach and take any necessary legal recourse including termination or cancellation of the contract.

A bidder filing a proposal thereby certifies that no officer, agent, or employee of the City has a pecuniary interest in the proposal or has participated in contract negotiations on the part of the City, that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other bidder for the same call for proposals, and that the bidder is competing solely in his own behalf without connection with, or obligation to, any undisclosed person or firm.

All proposals should be submitted with one (1) original and five (5) copies in a sealed envelope, which should read: *YOUR COMPANY NAME* plainly marked on the exterior of the envelope as well as "RFP2019-252 Rescue Service Billing Administrator."

Should you have any questions, please contact Brian Silvia, Finance Director, 3275 Post Rd. Warwick, RI 02886, at 401-921-9727.

All proposals should be written in ink or typed. If there is a correction with whiteout, the bidder must initial the change.

Negligence on the part of the bidder in preparing the proposal confers no rights for the withdrawal of the proposal after it is open.

Any deviation from the specifications must be noted in writing and attached as part of the bid proposal. The bidder must indicate the item or part with the deviation and indicate how the proposal will deviate from specifications.

The IRS Form W-9 available on [www.warwickri.gov](http://www.warwickri.gov) should be completed and submitted with the proposal if the bidder falls under IRS requirements to file this form.

The successful bidder must provide the City of Warwick with an original **Certificate of Insurance** for Professional Liability in a minimum amount of \$1 million. It is the vendor's responsibility to provide the City of Warwick with an updated certificate of insurance upon expiration of the original certificate.

For a bid to be awarded to a corporation, limited liability company or other legal entity, prior to commencing work under the awarded bid, that corporation, company or legal entity may be required to provide to the Purchasing Agent a **Certificate of Good Standing** from **The Rhode Island Secretary of State** dated no more than thirty (30) days prior to the date upon which the bid approval was made. **Please note that no other State's Certificate of Good Standing will be accepted.**

The successful bidder will provide said **Certificate of Insurance** and **State of Rhode Island's Certificate of Good Standing** (if required) within ten (10) calendar days after notification or the City reserves the right to rescind said award.

Prices to be held firm April 1, 2019 through March 31, 2022. Term contracts may be extended for one additional term upon mutual agreement unless otherwise stated.

The contractor must carry sufficient liability insurance and agree to indemnify the city against all claims of any nature, which might arise as a result of his operations or conduct of work.

The City is exempt from the payment of the Rhode Island Sales Tax under the 1956 General Laws of the State of Rhode Island, 44-18-30, Paragraph I, as amended.

The Purchasing Agent reserves the right to reject any and all proposals, to waive any minor deviations or informalities in the proposals received, and to accept the proposal deemed most favorable to the interest of the City.

The successful bidder must comply with all Rhode Island Laws applicable the public works projects, including, but not limited to provisions of Chapter 13 of Title 37 of the Rhode Island General Laws, pertaining to prevailing wage rates, and all other applicable local, state and federal laws.

The City reserves the right to terminate the contract or any part of the contract in the best interests of the City, upon 30-day notice to the contractor. The City will incur no liability for materials or services not yet ordered if it terminates in the best interests of the City. If the City terminates in the interests of the City after an order for materials or services have been placed, the contractor will be entitled to compensation upon submission of invoices and proper proof of claim, in that proportion which its services and products were satisfactorily rendered or provided, as well as expenses necessarily incurred in the

performance of work up to time of termination.

No extra charges for delivery, handling or other services will be honored. All claims for damage in transit will be the responsibility of the successful bidder. Deliveries must be made during normal working hours unless otherwise agreed upon.

All costs directly or indirectly related to the preparation of a response to this solicitation, or any presentation or communication to supplement and/or clarify any response to this solicitation which may be required or requested by the City of Warwick will be the sole responsibility of and will be borne by the respondent.

If the respondent is awarded a contract in accordance with this solicitation and if the respondent fails or refuses to satisfy fully all of the respondents obligations thereunder, the City of Warwick will be entitled to recover from the respondent any losses, damages or costs incurred by the City as a result of such failure or refusal.

The City reserves the right to award in part or full and to increase or decrease quantities in the best interest of the City.

Any quantity reference in the proposal specifications are estimates only, and do not represent a commitment on the part of the City of Warwick to any level of billing activity. It is understood and agreed that the agreement will cover the actual quantities ordered during the contract period.

The City reserves the right to rescind award for non-compliance to proposal specifications.

The successful bidder must adhere to all City, State and Federal Laws, where applicable.

**REQUEST FOR PROPOSAL**  
**THE CITY OF WARWICK**  
**RESCUE SERVICE BILLING ADMINISTRATOR**

**SUMMARY DESCRIPTION:**

The City of Warwick, Rhode Island (population approximately 82,000) is seeking proposals for a reimbursement administrator to oversee billings and collections related to the City's Rescue Service. The time period covered by the proposal will be April 1, 2019 – March 31, 2022.

The City of Warwick provides 24 hour emergency medical services through the City's Fire Department. Currently, the City charges each individual receiving these emergency services, or medical insurer of such an individual, a fixed transportation and treatment charge. By ordinance, Warwick residents will not be billed directly for these services. If they are uninsured, the Warwick Resident Public Fund will make the payment on their behalf.

**SPECIFIC TASKS:**

- ❖ To work with rescue service personnel to collect specific information pertaining to rescue runs, and subsequently to submit bills to the applicable medical insurers which include Medicare, Medicaid, Blue Cross, and the Warwick Resident Public Fund. (We also deal with a myriad of private health, auto, and workers compensation insurers.)
- ❖ To accept rescue run information from the City via an electronic patient care report (EPCR) that has been approved by the Rhode Island Department of Health, Division of EMS.
- ❖ To periodically review incident reports filed by Fire Department personnel and provide suggestions for enhancements which address the changing requirements within the healthcare insurance industry.
- ❖ To maintain the City's current specified rate structure in accordance with changes in the Federal Medicare Fee Schedule. A revised rate structure will be established by the Administrator and reviewed with the City each January, following the annual revision of the Medicare Fee Schedule.
- ❖ To update billing, collection, and accounts receivable records on a daily basis and to ensure the accuracy of transactions posted to the billing database. (Accounts receivable records should be classified by collection categories – i.e. Medicare, Medicaid, Blue Cross, Warwick Resident Fund, etc.)
- ❖ To account for all contractual write-offs and record each accordingly after the applicable payments have been received.
- ❖ To properly classify accounts which should be transferred to the Warwick Resident Fund and to post all payments received from the Warwick Resident Fund.
- ❖ To provide customer service support for all billing inquiries and requests for information.
- ❖ To provide initial collection agency services for the delinquent accounts.
- ❖ To provide forms and assistance for hardship cases.

- ❖ If applicable, to transfer aged uncollectible account balances to the City's Collection Agency and to properly separate and classify these accounts within the Administrator's accounts receivable summary. After accounts are sent to collection, the Administrator will establish a "Collection Agency" receivable category which will remain active on their system. As collection agency payments are received, the Administrator will post the activity accordingly. The Administrator's collection agency receivable should accurately reflect the outstanding account balance held by the Collection Agency at any time.
- ❖ To ensure that no Warwick resident accounts are sent to Collection, especially those with "out of city" zip codes.
- ❖ To post lockbox payments (both cash and electronic fund transfers) on a daily basis from remittance information provided by the bank.
- ❖ To balance out lockbox cash for the month. It is imperative that the monthly collections reported by the Administrator balance to the cash deposits reflected on the monthly lockbox bank statement. Monthly reports must include deposits through the last day of the month. Also, the City will pay the administrative fee on a monthly basis, based upon a percentage of the reported collection total, net of payments received from the Warwick Resident Public Fund and the Collection Agency.
- ❖ During the term of the engagement, it is possible that the City may transition to a new bank and implement a new lockbox account. During this transition, the Administrator will be required to provide two separate monthly cash deposit reports – one summarizing collections from the old lockbox and one pertaining to the new lockbox.
- ❖ To properly separate the Administrator's collections, the prior Administrator's collections (if applicable) and the Collection Agency's collections on the monthly lockbox report. All rescue service collections are deposited into one lockbox so it is important to separate collections by billing agency. Daily activity should be classified properly and **all** collections should be posted to the applicable receivable accounts. If there is a fee for posting the collection agency collections to the patient accounts, please indicate it on the Bid & Contract Form. This will be separate from the Administrator's administrative fee which only applies to the Administrator's collections.
- ❖ To meet at regular intervals with City Finance Department personnel to review the current billing procedures and to discuss new developments within the health care industry, as well as any pending state or federal legislation that might affect the billing process. The Administrator should also periodically review the City's billing rate structure, and advise if alterations are necessary based upon adjustments to the Medicare fee schedule.
- ❖ To ensure that the City remains compliant with all applicable HIPAA and Medicare requirements.
- ❖ To coordinate the renewal of contracts/agreements between the City and the healthcare providers, when necessary.
- ❖ To prepare a formal monthly report which will be submitted to the City by the 15<sup>th</sup> of each month, for the month prior. This report should contain the following:
  - 1) Lockbox report(s) reflecting cash collections and electronic fund transfers for the month. This report will detail the total lockbox deposit for each day of the month, and should then split each deposit between the Administrators (past and present, if applicable) and Collection Agency, as appropriate. The



report will also include detail pertaining to each electronic fund transfer received.

- 2) An accounts receivable summary report, which must be available in a downloadable to excel version, reflecting monthly grand totals. for the following:
    - Beginning A/R
    - + Billings
    - Contractual Write-Offs
    - Collections-Administrator
    - Collections-Collection Agency
    - Warwick Resident Fund Payments
    - +Refunds and Retractions
    - Hardship Reductions
    - Ending A/R
  - 3) A detailed accounts receivable report. This report should reflect the beginning accounts receivable balance, total monthly billings, monthly collections, monthly adjustments, and the ending accounts receivable balance for each individual insurer or other payer.
  - 4) An accounts receivable aging report summarizing receivable balances, by collection category, aged in the following (or similar) manner:
    - a) 0-30 days
    - b) 31-60 days
    - c) 61-90 days
    - d) 91-180 days
    - e) Over 180 days
  - 5) An invoice reflecting the total collections for the month and the amount due from the City of Warwick. This invoice should net out any payment received from the Warwick Resident Public Fund and the Collection Agency. If there is a charge for posting the collection agency payments, the invoice should also list the total monthly collection agency collections posted and the associated fee.
  - 6) Hardship applications and supporting documentation.
  - 7) A refund report reflecting any erroneous or duplicate collections, deposited into the City's lockbox, which need to be refunded to the payer. This report should state the name of the patient, the full name and address of the party to be reimbursed, the amount of the refund, the original lockbox date, and the reason for the refund. Backup documentation should be attached.
  - 8) A retraction report reflecting funds taken back by health insurers in settlement of prior overpayments.
  - 9) Procedure Analysis Report that summarizes the rescue runs for the month and splits them into various medical procedure categories. (Example CPR, Defibrillation, Basic Life Support, etc. Only summary totals are necessary.)
- ❖ The selected Administrator must be willing to keep the City's database open for a period of one year after the expiration of the billing relationship. If after one year of the expired contract, open items remain, a detailed summary of these items must be provided to the City at the time of the contract close out. This would enable the

organization to continue to collect their fee on delinquent revenue received in that one year long period. In return, the Administrator must continue to provide an accounts receivable summary report which records these subsequent payments. Also, the Administrator must be willing to provide duplicate bills upon request. Many times these requests relate to automobile accident settlements which have taken years to finalize. The City must be able to provide this information to attorneys.

## **BID PROPOSAL CONTENTS**

Attached you will find an official **Bid & Contract Form**. The City will pay an administrative fee equal to a percentage of the monthly lockbox collections, excluding collections from the Warwick Resident Fund and the Collection Agency. If there is a fee for posting the collection agency collections, please indicate that on the form as well. This fee would be a percentage of the collection agency monthly collections. If no fee is required, please indicate zero on the Bid & Contract form. Please fill in the form completely. Additionally, **please include the following supplemental information:**

- Description of the Administrative Procedures to be followed when processing claims. Include policy for recording contractual write-offs.
- Procedures for obtaining rescue run information. Please demonstrate your ability to accept information via an electronic patient care report (EPCR). Provide examples of the types of reports currently being received by your organization.
- Sample of the complete proposed monthly report.
- Brief profile of the organization, including:
  - Size of organization
  - Location from which work will be performed
  - Ability to meet periodically at Warwick City Hall with City Finance staff.
  - Qualifications of all individuals involved in the administrative function, as well as their continuing education requirements.
  - Experience processing health care reimbursement requests for **municipal ambulance fees**.
- Policies in place to conform to HIPAA (privacy) requirements. Include procedures for disposing of confidential client information.
- Experience updating and maintaining client agreements with healthcare providers.
- Policies in place to learn of Rhode Island regulatory/legislative changes and to assure compliance.
- Information regarding professional liability insurance coverage.
- Confirmation that the firm will maintain the City of Warwick's database for seven years after the expiration of the billing contract.
- Professional references relating to municipal ambulance billing. (Especially RI Municipal Clients) Please include the approximate number of rescue service bills processed for each client.

**SELECTION**

Selection will be based upon the following criteria:

- Administrative Fee 35%
- Qualifications of the Vendor 25%
- Administrative Procedures 25%
- Quality of the Monthly Report 15%

The contract is for a three-year period, beginning April 1, 2019 and ending March 31, 2022. This contract is subject to the approval of the Warwick City Council.

**PLEASE COMPLETE THIS PAGE & SUBMIT WITH YOUR PROPOSAL**

**CITY OF WARWICK**

**PROPOSAL AND CONTRACT FORM**

**TITLE OF SPECIFICATION:** RFP2019-252 Rescue Service Billing Administrator

**I. PROPOSAL:**

WHEREAS, the CITY OF WARWICK has duly asked for proposals for performance of services and/or supply of goods in accordance with the above-indicated specifications.

The person or entity does irrevocably offer to perform the services and/or furnish the goods in accordance with the specifications, which are hereby incorporated by reference in exchange for the proposal price.

This offer will remain open and irrevocable until the CITY OF WARWICK has accepted this proposal or another proposal on the specifications or abandoned the project.

The bidder agrees that acceptance by the CITY OF WARWICK will transform the proposal into a contract. This proposal and contract will be secured by Bonds, if required by the specifications.

**Proposed Fees for Rescue Service Billing Administrator**

Contract Year Ended	Administrative Fee- Percentage of Collections*
March 31, 2020	_____ %
March 31, 2021	_____ %
March 31, 2022	_____ %

\*Net of Warwick Resident Fund Payments and Collection Agency Collections

Contract Year Ended	Fee for Posting Collection Agency Payments- Percentage of Collection Agency Collections**
March 31, 2020	_____ %
March 31, 2021	_____ %
March 31, 2022	_____ %

\*\* If Applicable.

